

## Dialing 911...

### Additional Facts

- When you dial 911, the system directs your call to a public safety dispatch center. These public safety dispatch centers are operated by your local police, fire or sheriff's department and staffed by highly trained personnel.
- It is important that you stay on the line and tell the dispatcher what help is needed and where it is needed.
- Dispatchers are trained to ask you questions that are helpful in determining which agency should respond and how quickly. By answering these questions, you are helping them provide the best possible response.
- There are no charges for dialing 911 to request assistance, but there may be charges for services provided, such as ambulance transportation. Those charges could result regardless of the number dialed.
- You can dial 911 from a pay phone without depositing a coin.
- If you have a cellular phone, you can dial 911 and your call will be answered by a dispatcher. There is no charge for a 911 call from a cellular phone.
- If it is **not** a life-threatening emergency, look up the seven digit

number for the agency in the phone book.

- All police, fire and emergency medical services will respond to your needs as quickly as possible. If these agencies are busy, a response will be provided in the order of urgency.
- When you travel, check the local phone book for the dialing instructions on pay phones to find out if 911 is available.
- **Teletype for the Deaf (TDD) users need to press the space bar after dialing 911.**

### How to Make an Emergency Call to 911

1. Stay calm. Don't get excited. Take a deep breath.
2. Dial 911 right away. Don't wait for someone else to call.
3. Tell the person who answers the phone exactly what is wrong.
4. Tell them the exact address where help is needed. Be sure to give the FULL address, including any apartment number, suite number, space number, etc.
5. Tell them the phone number you are calling from. If you are not at the same address as the emergency, tell them the address where you are.
6. Tell them your name.
7. DO NOT HANG UP until the person on the phone tells you to do so. They may need to ask you more questions to help the fire, police or ambulance find you.

## 911: What's Your Emergency?



*Mesa Police Department*  
*[www.mesaaz.gov/police](http://www.mesaaz.gov/police)*

When a Mesa resident has an emergency, the city's computer-aided dispatch program helps 911 operators and dispatchers send help quickly and efficiently.

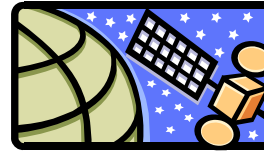
Here is a look at the dispatch process.

1. A citizen dials 911 in an emergency situation.
2. The caller's telephone provider automatically routes the call to the appropriate public safety agency.
3. A 911 operator receives the call. If the call is from a non-cellular phone, the caller's name, address and telephone number appear on a computer screen. The 911 operator confirms that information, asks the caller about the emergency, and assigns it a priority. While questioning the caller, the operator sends the information via computer to a fire or police dispatcher.
4. The dispatcher receives the information about



the emergency and confirms the priority rating assigned by the 911 operator. In Mesa, the highest priority, "E," is for life-threatening situations or major structure fires. The lowest priority, "5," is for animal control issues.

5. Police, fire and animal control vehicles are equipped with Global Positioning System (GPS) technology. Their locations are transmitted to the dispatch and 911 computers every 30 seconds.
6. Location information then is transmitted to laptops in the vehicles. Each unit, represented by an icon, shows on the computer much like a tiny game piece: Cars, fire trucks, bicycles, helicopters and animal control vans are represented. The icons change color depending on their status.
7. When police or fire units respond to an emergency, the address of the caller is displayed on a computer map in the communications center. The computer suggests the nearest vehicle. The dispatcher, who can override the suggestion or go with it, assigns the call with the click of a mouse.
8. The police or fire unit receiving a call will see the address on a laptop



screen. With a touch to the screen, the officer can call up a map showing the most direct route to the caller.

9. Because house numbers generally are useless from the air, helicopters



can use the system to get such information as how many houses from the corner an address is.



10. From the map, firefighters can determine what type of fire-hydrant hookup they will need at a particular site.
11. When the emergency has been taken care of, the police officer or firefighter can clear the scene via the laptop. The vehicle icon turns to dark blue on the map, and the unit is available for new calls.



**Mesa Police Department**  
**Non-emergency Number**  
**(480) 644-2211**